

Demographics

Gender	N	%	Current Class Load	N	%
Female	858	57.86%	Full-time	875	59.20%
Male	625	42.14%	Part-time	603	40.80%
Total	1483	100.00%	Total	1478	100.00%
No Response	11		No Response	16	

Age	N	%	Class Level	N	%
18 and under	308	21.05%	1 year or less	629	42.67%
19 to 24	724	49.49%	2 years	439	29.78%
25 to 34	243	16.61%	3 years	241	16.35%
35 to 44	129	8.82%	4 or more years	165	11.19%
45 and over	59	4.03%	Total	1474	100.00%
Total	1463	100.00%	No Response	20	
No Response	31				

Ethnicity/Race	N	%	Current GPA	N	%
Alaskan Native	4	0.27%	No credits earned	271	18.90%
American Indian	31	2.10%	1.99 or below	59	4.11%
Asian	20	1.35%	2.0 - 2.49	150	10.46%
Black/African-American	29	1.96%	2.5 - 2.99	273	19.04%
Hispanic or Latino (and Puerto Rican)	1134	76.67%	3.0 - 3.49	371	25.87%
Native Hawaiian or Pacific Islander	8	0.54%	3.5 or above	310	21.62%
White/Caucasian	171	11.56%	Total	1434	100.00%
Multi-racial	43	2.91%	No Response	60	
Other race	39	2.64%			
Total	1479	100.00%			
No Response	15				

Current Enrollment Status	N	%	Educational Goal	N	%
Day	904	61.88%	Associate degree	815	55.94%
Evening	504	34.50%	Vocational/technical program	39	2.68%
Weekend	53	3.63%	Transfer to another institution	303	20.80%
Total	1461	100.00%	Certification (initial/renewal)	143	9.81%
No Response	33		Self-improvement/pleasure	16	1.10%
			Job-related training	27	1.85%
			Other educational goal	114	7.82%
			Total	1457	100.00%
			No Response	37	

Demographics

Group Code	N	%
0001	1	50.00%
1210	1	50.00%
Total	2	100.00%
No Response	1492	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 2. Classes are scheduled at times that are convenient for me.
- 8. The quality of instruction I receive in most of my classes is excellent.
- 13. The campus is safe and secure for all students.
- 19. Registration processes and procedures are convenient.
- 20. Students are made to feel welcome here.
- 28. This campus provides online access to services I need.
- 1. The campus staff are caring and helpful.
- 18. Computer labs are adequate and accessible.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 39. On the whole, the campus is well-maintained.

Challenges

- 2. Classes are scheduled at times that are convenient for me.
- 9. I am able to register for the classes I need with few conflicts.
- 40. There are sufficient courses within my program of study available each term.
- 43. Campus item 3
- 16. My advisor helps me apply my program of study to career goals.
- 5. Financial aid awards are announced in time to be helpful in college planning.
- 23. This institution helps me identify resources to finance my education.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges Form B

- 2. Classes are scheduled at times that are convenient for me.
- 5. Financial aid awards are announced in time to be helpful in college planning.

Lower Satisfaction vs. National Community Colleges Form B

- 9. I am able to register for the classes I need with few conflicts.
- 40. There are sufficient courses within my program of study available each term.
- 14. My academic advisor is knowledgeable about my program requirements.
- 28. This campus provides online access to services I need.
- 29. There are convenient ways of paying my school bill.
- 36. Tuition paid is a worthwhile investment.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 39. On the whole, the campus is well-maintained.
- 32. I am able to take care of college-related business at times that are convenient for me.

Institutional Summary
Scales: In Order of Importance

Scale	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.38	5.71 / 1.05	0.67	6.47	5.76 / 1.06	0.71	-0.05
Campus Climate	6.26	5.76 / 1.02	0.50	6.41	5.81 / 1.04	0.60	-0.05
Instructional Effectiveness	6.26	5.67 / 1.06	0.59	6.41	5.76 / 1.05	0.65	-0.09 **
Academic Advising Effectiveness	6.25	5.50 / 1.24	0.75	6.35	5.53 / 1.33	0.82	-0.03
Safety and Security	6.23	5.43 / 1.14	0.80	6.28	5.55 / 1.18	0.73	-0.12 ***
Campus Services	6.21	5.73 / 0.98	0.48	6.24	5.80 / 1.00	0.44	-0.07 **
Student Centeredness	6.20	5.65 / 1.13	0.55	6.36	5.69 / 1.18	0.67	-0.04
Admissions and Financial Aid Effectiveness	6.14	5.45 / 1.23	0.69	6.24	5.49 / 1.27	0.75	-0.04

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 68260 records.

Institutional Summary

Items: In Order of Importance

Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
2. Classes are scheduled at times that are convenient for me.	6.52	5.75 / 1.42	0.77	6.54	5.67 / 1.40	0.87	0.08 *
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.85 / 1.29	0.65	6.63	5.80 / 1.33	0.83	0.05
51. Cost as factor in decision to enroll.	6.49			6.51			
13. The campus is safe and secure for all students.	6.48	5.99 / 1.20	0.49	6.54	6.04 / 1.19	0.50	-0.05
19. Registration processes and procedures are convenient.	6.40	5.84 / 1.31	0.56	6.45	5.83 / 1.37	0.62	0.01
9. I am able to register for the classes I need with few conflicts.	6.39	5.60 / 1.46	0.79	6.55	5.72 / 1.44	0.83	-0.12 **
40. There are sufficient courses within my program of study available each term.	6.38	5.47 / 1.62	0.91	6.52	5.63 / 1.50	0.89	-0.16 ***
54. Future career opportunities as factor in decision to enroll.	6.38			6.43			
14. My academic advisor is knowledgeable about my program requirements.	6.37	5.65 / 1.45	0.72	6.51	5.76 / 1.53	0.75	-0.11 **
20. Students are made to feel welcome here.	6.37	5.99 / 1.29	0.38	6.44	6.00 / 1.28	0.44	-0.01
52. Financial assistance as factor in decision to enroll.	6.36			6.27			
28. This campus provides online access to services I need.	6.34	5.90 / 1.26	0.44	6.42	6.02 / 1.23	0.40	-0.12 ***
29. There are convenient ways of paying my school bill.	6.34	5.74 / 1.37	0.60	6.38	5.87 / 1.37	0.51	-0.13 ***
1. The campus staff are caring and helpful.	6.31	5.83 / 1.31	0.48	6.41	5.84 / 1.27	0.57	-0.01
18. Computer labs are adequate and accessible.	6.31	6.00 / 1.23	0.31	6.35	5.99 / 1.30	0.36	0.01
43. Campus item 3	6.31	5.52 / 1.59	0.79				

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Institutional Summary

Items: In Order of Importance

Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
36. Tuition paid is a worthwhile investment.	6.30	5.70 / 1.38	0.60	6.54	5.82 / 1.41	0.72	-0.12 **
16. My advisor helps me apply my program of study to career goals.	6.29	5.49 / 1.54	0.80	6.35	5.54 / 1.63	0.81	-0.05
12. Faculty are fair and unbiased in their treatment of individual students.	6.27	5.76 / 1.34	0.51	6.46	5.77 / 1.44	0.69	-0.01
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.27	5.72 / 1.36	0.55	6.42	5.95 / 1.30	0.47	-0.23 ***
3. My academic advisor is available when I need help.	6.26	5.59 / 1.44	0.67	6.25	5.57 / 1.56	0.68	0.02
25. Faculty provide timely feedback about my academic progress.	6.26	5.53 / 1.41	0.73	6.45	5.58 / 1.46	0.87	-0.05
5. Financial aid awards are announced in time to be helpful in college planning.	6.25	5.51 / 1.57	0.74	6.29	5.40 / 1.63	0.89	0.11 *
39. On the whole, the campus is well-maintained.	6.24	5.98 / 1.19	0.26	6.36	6.08 / 1.20	0.28	-0.10 **
32. I am able to take care of college-related business at times that are convenient for me.	6.23	5.65 / 1.37	0.58	6.40	5.73 / 1.38	0.67	-0.08 *
26. There are adequate services to help me decide upon a career.	6.22	5.54 / 1.44	0.68	6.28	5.54 / 1.46	0.74	0.00
30. The assessment and course placement procedures are reasonable.	6.22	5.68 / 1.31	0.54	6.26	5.70 / 1.35	0.56	-0.02
23. This institution helps me identify resources to finance my education.	6.21	5.38 / 1.52	0.83	6.33	5.40 / 1.62	0.93	-0.02
15. Financial aid counseling is available if I need it.	6.20	5.56 / 1.48	0.64	6.28	5.66 / 1.49	0.62	-0.10 *
27. Tutoring services are readily available.	6.18	5.74 / 1.31	0.44	6.19	5.82 / 1.39	0.37	-0.08 *
47. Campus item 7	6.18	5.43 / 1.54	0.75				

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National Group Means are based on 68260 records.

Institutional Summary

Items: In Order of Importance

Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. The amount of student parking space on campus is adequate.	6.17	4.85 / 1.88	1.32	6.31	5.00 / 1.91	1.31	-0.15 **
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.17	5.40 / 1.47	0.77	6.33	5.46 / 1.60	0.87	-0.06
10. Parking lots are well-lighted and secure.	6.16	5.51 / 1.48	0.65	6.14	5.62 / 1.49	0.52	-0.11 **
24. The equipment in the lab facilities is kept up to date.	6.16	5.59 / 1.38	0.57	6.35	5.74 / 1.39	0.61	-0.15 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.15	5.37 / 1.54	0.78	6.31	5.32 / 1.62	0.99	0.05
6. Library resources and services are adequate.	6.14	5.83 / 1.19	0.31	6.14	5.92 / 1.25	0.22	-0.09 **
33. Administrators are available to hear students' concerns.	6.13	5.49 / 1.44	0.64	6.29	5.50 / 1.55	0.79	-0.01
4. Security staff respond quickly to calls for assistance.	6.11	5.36 / 1.43	0.75	6.11	5.52 / 1.43	0.59	-0.16 ***
11. Counseling services are available if I need them.	6.11	5.55 / 1.37	0.56	5.96	5.62 / 1.42	0.34	-0.07
48. Campus item 8	6.11	5.50 / 1.50	0.61				
38. Most classes deal with practical experiences and applications.	6.10	5.57 / 1.31	0.53	6.35	5.76 / 1.30	0.59	-0.19 ***
56. Distance from campus as factor in decision to enroll.	6.09			6.15			
46. Campus item 6	6.07	5.33 / 1.53	0.74				
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.46 / 1.45	0.60	6.14	5.52 / 1.50	0.62	-0.06
31. Faculty use a variety of technology and media in the classroom.	6.05	5.77 / 1.24	0.28	6.05	5.83 / 1.28	0.22	-0.06
42. Campus item 2	6.04	5.55 / 1.49	0.49				

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National Group Means are based on 68260 records.

Institutional Summary
Items: In Order of Importance

Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
50. Campus item 10	6.03	5.77 / 1.31	0.26				
49. Campus item 9	6.02	5.74 / 1.25	0.28				
53. Academic reputation as factor in decision to enroll.	5.99			6.12			
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.98	5.36 / 1.43	0.62	6.14	5.45 / 1.51	0.69	-0.09 *
37. I seldom get the "run-around" when seeking information on this campus.	5.97	5.28 / 1.49	0.69	6.29	5.36 / 1.66	0.93	-0.08
57. Information on the campus Web site as factor in decision to enroll.	5.89			5.86			
55. Personal recommendations as factor in decision to enroll.	5.81			5.91			
45. Campus item 5	5.77	5.14 / 1.69	0.63				
44. Campus item 4	5.76	4.95 / 1.71	0.81				
41. Campus item 1	5.70	5.51 / 1.47	0.19				
58. Campus visits as factor in decision to enroll.	5.47			5.43			

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National Group Means are based on 68260 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising Effectiveness

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.25	5.50 / 1.24	0.75	6.35	5.53 / 1.33	0.82	-0.03
3. My academic advisor is available when I need help.	6.26	5.59 / 1.44	0.67	6.25	5.57 / 1.56	0.68	0.02
14. My academic advisor is knowledgeable about my program requirements.	6.37	5.65 / 1.45	0.72	6.51	5.76 / 1.53	0.75	-0.11 **
16. My advisor helps me apply my program of study to career goals.	6.29	5.49 / 1.54	0.80	6.35	5.54 / 1.63	0.81	-0.05
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.17	5.40 / 1.47	0.77	6.33	5.46 / 1.60	0.87	-0.06
35. I receive ongoing feedback about progress toward my academic goals.	6.15	5.37 / 1.54	0.78	6.31	5.32 / 1.62	0.99	0.05

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 68260 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid Effectiveness

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	6.14	5.45 / 1.23	0.69	6.24	5.49 / 1.27	0.75	-0.04
5. Financial aid awards are announced in time to be helpful in college planning.	6.25	5.51 / 1.57	0.74	6.29	5.40 / 1.63	0.89	0.11 *
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.46 / 1.45	0.60	6.14	5.52 / 1.50	0.62	-0.06
15. Financial aid counseling is available if I need it.	6.20	5.56 / 1.48	0.64	6.28	5.66 / 1.49	0.62	-0.10 *
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.98	5.36 / 1.43	0.62	6.14	5.45 / 1.51	0.69	-0.09 *
23. This institution helps me identify resources to finance my education.	6.21	5.38 / 1.52	0.83	6.33	5.40 / 1.62	0.93	-0.02

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National Group Means are based on 68260 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.26	5.76 / 1.02	0.50	6.41	5.81 / 1.04	0.60	-0.05
1. The campus staff are caring and helpful.	6.31	5.83 / 1.31	0.48	6.41	5.84 / 1.27	0.57	-0.01
13. The campus is safe and secure for all students.	6.48	5.99 / 1.20	0.49	6.54	6.04 / 1.19	0.50	-0.05
20. Students are made to feel welcome here.	6.37	5.99 / 1.29	0.38	6.44	6.00 / 1.28	0.44	-0.01
33. Administrators are available to hear students' concerns.	6.13	5.49 / 1.44	0.64	6.29	5.50 / 1.55	0.79	-0.01
36. Tuition paid is a worthwhile investment.	6.30	5.70 / 1.38	0.60	6.54	5.82 / 1.41	0.72	-0.12 **
37. I seldom get the "run-around" when seeking information on this campus.	5.97	5.28 / 1.49	0.69	6.29	5.36 / 1.66	0.93	-0.08
39. On the whole, the campus is well-maintained.	6.24	5.98 / 1.19	0.26	6.36	6.08 / 1.20	0.28	-0.10 **

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National Group Means are based on 68260 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Services

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.21	5.73 / 0.98	0.48	6.24	5.80 / 1.00	0.44	-0.07 **
6. Library resources and services are adequate.	6.14	5.83 / 1.19	0.31	6.14	5.92 / 1.25	0.22	-0.09 **
11. Counseling services are available if I need them.	6.11	5.55 / 1.37	0.56	5.96	5.62 / 1.42	0.34	-0.07
18. Computer labs are adequate and accessible.	6.31	6.00 / 1.23	0.31	6.35	5.99 / 1.30	0.36	0.01
24. The equipment in the lab facilities is kept up to date.	6.16	5.59 / 1.38	0.57	6.35	5.74 / 1.39	0.61	-0.15 ***
26. There are adequate services to help me decide upon a career.	6.22	5.54 / 1.44	0.68	6.28	5.54 / 1.46	0.74	0.00
27. Tutoring services are readily available.	6.18	5.74 / 1.31	0.44	6.19	5.82 / 1.39	0.37	-0.08 *
28. This campus provides online access to services I need.	6.34	5.90 / 1.26	0.44	6.42	6.02 / 1.23	0.40	-0.12 ***
30. The assessment and course placement procedures are reasonable.	6.22	5.68 / 1.31	0.54	6.26	5.70 / 1.35	0.56	-0.02

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 68260 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.26	5.67 / 1.06	0.59	6.41	5.76 / 1.05	0.65	-0.09 **
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.85 / 1.29	0.65	6.63	5.80 / 1.33	0.83	0.05
12. Faculty are fair and unbiased in their treatment of individual students.	6.27	5.76 / 1.34	0.51	6.46	5.77 / 1.44	0.69	-0.01
25. Faculty provide timely feedback about my academic progress.	6.26	5.53 / 1.41	0.73	6.45	5.58 / 1.46	0.87	-0.05
31. Faculty use a variety of technology and media in the classroom.	6.05	5.77 / 1.24	0.28	6.05	5.83 / 1.28	0.22	-0.06
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.27	5.72 / 1.36	0.55	6.42	5.95 / 1.30	0.47	-0.23 ***
38. Most classes deal with practical experiences and applications.	6.10	5.57 / 1.31	0.53	6.35	5.76 / 1.30	0.59	-0.19 ***
40. There are sufficient courses within my program of study available each term.	6.38	5.47 / 1.62	0.91	6.52	5.63 / 1.50	0.89	-0.16 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 68260 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.38	5.71 / 1.05	0.67	6.47	5.76 / 1.06	0.71	-0.05
2. Classes are scheduled at times that are convenient for me.	6.52	5.75 / 1.42	0.77	6.54	5.67 / 1.40	0.87	0.08 *
9. I am able to register for the classes I need with few conflicts.	6.39	5.60 / 1.46	0.79	6.55	5.72 / 1.44	0.83	-0.12 **
19. Registration processes and procedures are convenient.	6.40	5.84 / 1.31	0.56	6.45	5.83 / 1.37	0.62	0.01
29. There are convenient ways of paying my school bill.	6.34	5.74 / 1.37	0.60	6.38	5.87 / 1.37	0.51	-0.13 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.23	5.65 / 1.37	0.58	6.40	5.73 / 1.38	0.67	-0.08 *

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 68260 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.23	5.43 / 1.14	0.80	6.28	5.55 / 1.18	0.73	-0.12 ***
4. Security staff respond quickly to calls for assistance.	6.11	5.36 / 1.43	0.75	6.11	5.52 / 1.43	0.59	-0.16 ***
10. Parking lots are well-lighted and secure.	6.16	5.51 / 1.48	0.65	6.14	5.62 / 1.49	0.52	-0.11 **
13. The campus is safe and secure for all students.	6.48	5.99 / 1.20	0.49	6.54	6.04 / 1.19	0.50	-0.05
21. The amount of student parking space on campus is adequate.	6.17	4.85 / 1.88	1.32	6.31	5.00 / 1.91	1.31	-0.15 **

* Difference statistically significant at the .05 level
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 *** Difference statistically significant at the .001 level

National Group Means are based on 68260 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.20	5.65 / 1.13	0.55	6.36	5.69 / 1.18	0.67	-0.04
1. The campus staff are caring and helpful.	6.31	5.83 / 1.31	0.48	6.41	5.84 / 1.27	0.57	-0.01
20. Students are made to feel welcome here.	6.37	5.99 / 1.29	0.38	6.44	6.00 / 1.28	0.44	-0.01
33. Administrators are available to hear students' concerns.	6.13	5.49 / 1.44	0.64	6.29	5.50 / 1.55	0.79	-0.01
37. I seldom get the "run-around" when seeking information on this campus.	5.97	5.28 / 1.49	0.69	6.29	5.36 / 1.66	0.93	-0.08

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Institutional Summary

Items: In Sequential Order

Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.31	5.83 / 1.31	0.48	6.41	5.84 / 1.27	0.57	-0.01
2. Classes are scheduled at times that are convenient for me.	6.52	5.75 / 1.42	0.77	6.54	5.67 / 1.40	0.87	0.08 *
3. My academic advisor is available when I need help.	6.26	5.59 / 1.44	0.67	6.25	5.57 / 1.56	0.68	0.02
4. Security staff respond quickly to calls for assistance.	6.11	5.36 / 1.43	0.75	6.11	5.52 / 1.43	0.59	-0.16 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.25	5.51 / 1.57	0.74	6.29	5.40 / 1.63	0.89	0.11 *
6. Library resources and services are adequate.	6.14	5.83 / 1.19	0.31	6.14	5.92 / 1.25	0.22	-0.09 **
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.46 / 1.45	0.60	6.14	5.52 / 1.50	0.62	-0.06
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.85 / 1.29	0.65	6.63	5.80 / 1.33	0.83	0.05
9. I am able to register for the classes I need with few conflicts.	6.39	5.60 / 1.46	0.79	6.55	5.72 / 1.44	0.83	-0.12 **
10. Parking lots are well-lighted and secure.	6.16	5.51 / 1.48	0.65	6.14	5.62 / 1.49	0.52	-0.11 **
11. Counseling services are available if I need them.	6.11	5.55 / 1.37	0.56	5.96	5.62 / 1.42	0.34	-0.07
12. Faculty are fair and unbiased in their treatment of individual students.	6.27	5.76 / 1.34	0.51	6.46	5.77 / 1.44	0.69	-0.01
13. The campus is safe and secure for all students.	6.48	5.99 / 1.20	0.49	6.54	6.04 / 1.19	0.50	-0.05
14. My academic advisor is knowledgeable about my program requirements.	6.37	5.65 / 1.45	0.72	6.51	5.76 / 1.53	0.75	-0.11 **
15. Financial aid counseling is available if I need it.	6.20	5.56 / 1.48	0.64	6.28	5.66 / 1.49	0.62	-0.10 *

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Institutional Summary

Items: In Sequential Order

Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	6.29	5.49 / 1.54	0.80	6.35	5.54 / 1.63	0.81	-0.05
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.98	5.36 / 1.43	0.62	6.14	5.45 / 1.51	0.69	-0.09 *
18. Computer labs are adequate and accessible.	6.31	6.00 / 1.23	0.31	6.35	5.99 / 1.30	0.36	0.01
19. Registration processes and procedures are convenient.	6.40	5.84 / 1.31	0.56	6.45	5.83 / 1.37	0.62	0.01
20. Students are made to feel welcome here.	6.37	5.99 / 1.29	0.38	6.44	6.00 / 1.28	0.44	-0.01
21. The amount of student parking space on campus is adequate.	6.17	4.85 / 1.88	1.32	6.31	5.00 / 1.91	1.31	-0.15 **
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.17	5.40 / 1.47	0.77	6.33	5.46 / 1.60	0.87	-0.06
23. This institution helps me identify resources to finance my education.	6.21	5.38 / 1.52	0.83	6.33	5.40 / 1.62	0.93	-0.02
24. The equipment in the lab facilities is kept up to date.	6.16	5.59 / 1.38	0.57	6.35	5.74 / 1.39	0.61	-0.15 ***
25. Faculty provide timely feedback about my academic progress.	6.26	5.53 / 1.41	0.73	6.45	5.58 / 1.46	0.87	-0.05
26. There are adequate services to help me decide upon a career.	6.22	5.54 / 1.44	0.68	6.28	5.54 / 1.46	0.74	0.00
27. Tutoring services are readily available.	6.18	5.74 / 1.31	0.44	6.19	5.82 / 1.39	0.37	-0.08 *
28. This campus provides online access to services I need.	6.34	5.90 / 1.26	0.44	6.42	6.02 / 1.23	0.40	-0.12 ***
29. There are convenient ways of paying my school bill.	6.34	5.74 / 1.37	0.60	6.38	5.87 / 1.37	0.51	-0.13 ***
30. The assessment and course placement procedures are reasonable.	6.22	5.68 / 1.31	0.54	6.26	5.70 / 1.35	0.56	-0.02

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Institutional Summary

Items: In Sequential Order

Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	6.05	5.77 / 1.24	0.28	6.05	5.83 / 1.28	0.22	-0.06
32. I am able to take care of college-related business at times that are convenient for me.	6.23	5.65 / 1.37	0.58	6.40	5.73 / 1.38	0.67	-0.08 *
33. Administrators are available to hear students' concerns.	6.13	5.49 / 1.44	0.64	6.29	5.50 / 1.55	0.79	-0.01
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.27	5.72 / 1.36	0.55	6.42	5.95 / 1.30	0.47	-0.23 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.15	5.37 / 1.54	0.78	6.31	5.32 / 1.62	0.99	0.05
36. Tuition paid is a worthwhile investment.	6.30	5.70 / 1.38	0.60	6.54	5.82 / 1.41	0.72	-0.12 **
37. I seldom get the "run-around" when seeking information on this campus.	5.97	5.28 / 1.49	0.69	6.29	5.36 / 1.66	0.93	-0.08
38. Most classes deal with practical experiences and applications.	6.10	5.57 / 1.31	0.53	6.35	5.76 / 1.30	0.59	-0.19 ***
39. On the whole, the campus is well-maintained.	6.24	5.98 / 1.19	0.26	6.36	6.08 / 1.20	0.28	-0.10 **
40. There are sufficient courses within my program of study available each term.	6.38	5.47 / 1.62	0.91	6.52	5.63 / 1.50	0.89	-0.16 ***
41. Campus item 1	5.70	5.51 / 1.47	0.19				
42. Campus item 2	6.04	5.55 / 1.49	0.49				
43. Campus item 3	6.31	5.52 / 1.59	0.79				
44. Campus item 4	5.76	4.95 / 1.71	0.81				
45. Campus item 5	5.77	5.14 / 1.69	0.63				

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Institutional Summary
Items: In Sequential Order

Item	Arizona Western College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Campus item 6	6.07	5.33 / 1.53	0.74				
47. Campus item 7	6.18	5.43 / 1.54	0.75				
48. Campus item 8	6.11	5.50 / 1.50	0.61				
49. Campus item 9	6.02	5.74 / 1.25	0.28				
50. Campus item 10	6.03	5.77 / 1.31	0.26				
51. Cost as factor in decision to enroll.	6.49			6.51			
52. Financial assistance as factor in decision to enroll.	6.36			6.27			
53. Academic reputation as factor in decision to enroll.	5.99			6.12			
54. Future career opportunities as factor in decision to enroll.	6.38			6.43			
55. Personal recommendations as factor in decision to enroll.	5.81			5.91			
56. Distance from campus as factor in decision to enroll.	6.09			6.15			
57. Information on the campus Web site as factor in decision to enroll.	5.89			5.86			
58. Campus visits as factor in decision to enroll.	5.47			5.43			

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Institutional Summary

Summary Items

Summary Item	Arizona Western College - SSI	National Community Colleges Form B	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.04 1% 0% 5% 31% 25% 14% 20%	Average: 4.93 1% 1% 6% 33% 26% 13% 17%	0.11
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.57 0% 1% 4% 14% 16% 39% 23%	Average: 5.59 1% 2% 5% 10% 14% 42% 23%	-0.02
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.80 1% 2% 3% 8% 11% 36% 36%	Average: 5.82 2% 3% 3% 7% 9% 30% 42%	-0.02